



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Case No. 13253US01

PATENT

In the Application of:

MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

CERTIFICATE OF MAILING

I hereby certify that this correspondence
and all correspondence referenced herein are
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By:

Ronald E. Larson
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SECOND AMENDMENT
AFTER FINAL UNDER 37 CFR § 1.116

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 25, 2003, kindly amend the
above-identified application as follows. This amendment is being filed within two
months of the Office Action pursuant to 37 CFR 1.136(a) (the two month due date
having fallen on a Sunday and this amendment having been filed on the next business
day).